



The Position

Under supervision, the Social Services Aide II assists professional and technical staff in the provision of social services for clients, and may serve as an outreach worker in performing public presentations on Community Benefits Programs. Examples of duties in benefits may include: assisting eligibility staff by providing oral and written translation and interpretation services (English/Spanish); registering and screening applications for public assistance, taking Medi-Cal telephone applications; replacing Medi-Cal/EBT cards; sending eligibility packets to clients, returning calls, answering basic eligibility and general questions. Examples of duties in family and children's services may include: performing a variety of household management and maintenance duties for clients; assisting with teaching home management and housekeeping practices, self-care, and independent functioning; purchasing food and other essential items for home-bound persons; monitoring and providing feedback to supervisor regarding the effectiveness of core service providers and completing required reports; transporting children and adults to educational, medical, recreational, and shopping facilities; supervising visits between children and parents and documenting interaction(s); and performing other duties as assigned.

Minimum Qualifications

While the following requirements outline the minimum qualifications, only applicants who demonstrate the best qualifications match for the job will be selected to continue in the recruitment process.

Equivalent to six months of experience performing the duties comparable to those of a Social Services Aide I in Monterey County.

Monterey County

Monterey County, with a population of approximately 422,000, is located on the central coast of California, approximately two hours south of San Francisco.

Salinas, the county seat, has a population of approximately 153,000.

Monterey County offers a mild, spring-like climate year-round. The county offers a wide range of scenic locals including: Monterey's picturesque bay and seaside restaurants, the Salinas Valley's hillside vineyards, Big Sur's rugged coastline and redwood groves, Pebble Beach's perfectly groomed golf courses, Salinas' renowned old-fashioned rodeo, and Carmel-by-the-Sea's elite music and art festivals.

Social Services Aide II Spanish Bilingual*

Monterey County Department of Social Services

Monthly Salary: \$2,479 - \$3,386

Application Deadline:

Wednesday, May 29, 2013

5:00 p.m. PDT

Tentative Examination Dates:

Written Exam: Saturday, June 15, 2013

Bilingual Written Exam: Saturday, June 15, 2013

Bilingual Oral Exam: Saturday, June 29, 2013

Oral Exam: Week of July 15, 2013

Examinations will be held in Monterey County

Location:

The resulting list will be used to fill vacancies in
Salinas, California

Additional Information

A valid California Driver License is required within ninety (90) days of appointment. Employees who drive on County business to carry out job-related duties must possess a valid California Driver License for the class of vehicle driven. Individuals who do not meet this requirement due to a disability will be reviewed on a case-by-case basis.

All new hires will be subject to Live Scan fingerprinting. Fingerprint clearance is a condition of employment.

This position is non-exempt from the Fair Labor Standards Act (FLSA) and is eligible for overtime pay.

***This position requires the ability to speak, read and write Spanish in addition to English. Candidates who have not passed the exam previously must take and pass the Merit System Services Spanish proficiency examination prior to appointment.**

MONTEREY COUNTY is a DRUG-FREE WORKPLACE

The existing eligible list will be replaced upon completion of this examination. The eligible list established from this recruitment will be used to fill part-time and full-time regular, limited-term or extra-help positions as vacancies occur or the need arises.

KNOWLEDGE AND ABILITIES

The following may be tested in the examination:

Knowledge of:

- The needs, problems, attitudes and behavior of clients served by the agency and the local community.
- Proper methods of transporting young children, infants, disabled adults and elderly.
- Household management and personal care methods and standards including laundering, meal planning and preparation, money management and personal health and hygiene.
- Agency and program policies and procedures.
- California Motor Vehicle code; safe driving practices; geographic area of area serviced.
- Social Services Aide II (In addition to the requirements of the I)
- Departmental and community resources useful to clients served.
- Typical and problem behavior in small children, adolescents, disabled adults and elderly persons.
- Behavioral/physical signs and symptoms of clients requiring professional and/or medical assistance.

Ability to:

- Establish and maintain effective working relationships with clients and agency workers.
- Communicate effectively, both orally and in writing.
- Understand and accept differences in human behavior resulting from cultural, financial and other forms of deprivation.
- Perform housekeeping, household management and personal care tasks.
- Make simple arithmetic calculations.
- Maintain clear and accurate records and files.
- Assist clients and agency staff with clerical work.
- Follow oral and written instructions.
- Identify and analyze problem situations and take appropriate action.
- Transport difficult and unhealthy clients.
- Assist professional staff in determining appropriateness in family maintenance cases and in-home care cases.
- Motivate and educate clients to improve standard of home and family management.

EXAMINATION INFORMATION

MSS reserves the right to revise the examination plan if the circumstances under which this examination was planned change. The examination process may include one or more of the following components: application evaluation, computer skills assessment, supplemental questionnaire, written examination, job related exercise, and/or a structured oral examination. Candidates will be notified of any changes to the examination plan as posted on this job bulletin.

The examination components consist of:

WRITTEN EXAMINATION

This examination will be weighted: 50%

Categories tested may include:

- Clerical Skills and Abilities
- Reading and Interpreting Written Information
- Written Communication
- Public and Interpersonal Relations
- Effective Working Relations

BILINGUAL EXAMINATION

This examination is pass/fail.

Categories tested may include:

- Translating English to Spanish
- Grammar & Language Usage
- Reading and Understanding written material
- Oral interpretation of a brief conversation between an English-speaking employee and a Spanish-speaking client.
- Extemporaneous responses in Spanish to 2 questions (posed in Spanish).
- Oral translation of a one-page document. (for the III level only)

ORAL EXAMINATION

This examination will be weighted: 50%

Categories tested may include:

- Basic Rules, Regulations, Processes, and Purpose of Services
- Communication (Oral and Written)
- Community Resources Useful to Clients
- Confidential
- Education, Experience and Training
- Interpersonal Relations
- Interviewing Skills
- Job Related Knowledge and Skills
- Knowledge of Goals and Purposes of Social Service Programs
- Planning and Organizational Skills
- Initiative

HOW TO APPLY FOR THIS EXAMINATION

Applicants must submit a completed MSS application, including any of the additional documents/materials indicated. Additional documents/materials are included in the online application. Apply online by logging onto www.mss.ca.gov and following the instructions.

It is recommended that you apply via the online application system. Applicants without Internet access may fax a paper application to (916) 648-1211 or mail to the address below. Faxed or mailed applications will ONLY be accepted on the dates/times indicated on the front of this job bulletin. Faxing or mailing your application does not guarantee that your application will be among those approved. POSTMARKS ARE NOT ACCEPTED.

Application packets may be obtained by contacting MSS, or the Social Services, Child Support, or HR Department in the county.

MERIT SYSTEM SERVICES

241 Lathrop Way, Sacramento, CA 95815

Website: www.mss.ca.gov

Email: mss@cps.ca.gov

Phone: (916) 263-3614

Note: Your application and any additional material become the property of MSS. **Please make a copy for your file.**

This job bulletin will not be available online after the application deadline. Please print a copy for your records.

FOREIGN EDUCATION

Applicants who completed their education outside of the United States must submit verification of degree and/or course equivalency by the application deadline.

Organizations that provide foreign education credential evaluation services can be found at www.naces.org. MSS will accept verification of degree and/or course equivalency from any of the listed member agencies.

EXAMINATION NOTIFICATION

MSS will send you an email informing you of your status once it has been determined. Candidates who apply via a paper application and do not supply us with an email address will receive all recruitment notification via United States Postal Service. Selected applicants will be invited to the next step of the examination process. If you have not received notice at least two (2) working days prior to the tentative test date, please contact Merit System Services at mss@cps.ca.gov.

Some positions require that all approved candidates take and pass an oral examination to continue in the recruitment process. If this job bulletin states that there will be an oral exam for this position please note the following: Prior to being scheduled for the oral examination, you will receive an email from Merit System Services, mss@cps.ca.gov, asking you to confirm your interest in the position and your availability to attend the exam on a specific date. If you do not reply to the e-mail sent to you by the specified deadline or you are not available on the specified exam date, you will not be scheduled for the oral exam.

SPECIAL TESTING ARRANGEMENTS

Special testing arrangements may be made to accommodate applicants with disabilities or whose religious convictions prevent them from testing on a specific date. If you require such arrangements, it is your responsibility to contact MSS at mss@cps.ca.gov within five (5) days of the date on your letter/email notifying you that you have been invited to move forward in the exam process.

Nothing in this recruitment bulletin constitutes an expressed or implied contract. MSS reserves the right to make necessary modifications to the examination plan and/or schedule in accordance with Local Agency Personnel Standards.